

	16 Surveys received								
	January 31, 2007	Poor					Excellent		
		1	2	3	4	5	6	N/A	
1	Prompt Service				1	4	11		
2	Willingness to help you				1	3	12		
3	Accuracy					3	11	2	
4	Knowledge					3	11	2	
5	Courtesy					4	12		
6	Individualized attention					2	13	1	
	Front Counter								
7	Our telephones were answered promptly			1	1	4	4	4	
8	Our office hours are convenient	1			1	4	4	4	
	Plan Exam								
9	Phone calls were returned in timely manner		1			5	2	6	
10	Our forms are understandable				1	5	6	2	
11	Our correspondence is understandable			1	1	3	6	3	
	Inspection								
12	Our Inspectors are accessible				1	5	10		
13	Our inspection hours are convenient	1			2	3	10		
	TOTALS	2	1	2	9	48	112	24	198
	Percentage	1%	1%	1%	5%	24%	57%	12%	

Department of Building Inspections Customer Survey Comments

WHAT DID WE DO WELL?

Did all that was promised. The system to do the inspection seemed to work well for us.

Explanation of proper finish for final ok. (sic)

My inspection was done in a timely manner. Service was excellent.

I thought I knew something about building and repair but I didn't. Mr. Faulkner was very accessible and directed me thru a rebuilding project after a fire. He was unwavering in the code rules but as I followed his directions, the job turned out just right. I had a long illness after I started and complications took much longer than I expected, but he worked with me in my problem. I couldn't ask for better help and understanding than I

received. This also includes the service of the front counter. "What more can I say". Thanks to a Department that made me glad to be a resident of Hamilton County.

Mike Inman was very accessible, hopeful and professional.

Excellent service. Very nice inspector!

Compared to other building departments we work with, you do excellent work and are easy to deal with.

Both inspectors were courteous, helpful and knowledgeable. Mr. Kueffner took time to point out an outside problem in my electric wiring.

Did what you said you would do.

You showed up when scheduled.

My first time to schedule two inspections. Each was handled smoothly. It was a pleasant and efficient service!

WHAT CAN WE DO BETTER?

I wonder why you would come to inspect our deck without calling first. You made 2 trips to our home instead of one. Waste of taxpayer money, your time. Just call prior to inspection. (sic)

You could enclose an envelope for replies. You would probably get more. (sic)

Call appointments in morning giving them a tentative schedule. Present system ways customer call to get schedule. (sic)

Yours hours need to expand for working households. (sic)